



**PITFALLS WHEN DEALING WITH THE PUBLIC,
POLITICIANS, AND PROJECT DEVELOPERS
& *HOW TO AVOID THEM***

NOTICE

**A LACK OF PLANNING ON
YOUR PART DOES NOT
CONSTITUTE AN
EMERGENCY ON MINE**

But does it?

- One of the main jobs of a public official is to be a problem solver

**There are always
options, they just
might not be your
first choice**

PROJECT DEVELOPER/CONTRACTOR

WHAT IS THE MOTIVATION FOR A BUILDER?

- No one is in business to lose money
- No one is in business to break even
- Time is money

Legacy is nice but no one wants to be in the Hall of Fame and broke



PROJECT DEVELOPER/CONTRACTOR

WHAT IS THE BUILDER DEALING WITH?



- Deadlines
- Clients and investors
- Employees and sub contractors
- Engineers and architects
- Suppliers
- Family and financial burdens

Way at the bottom of who they care about making happy are Building/Planning Officials

PROJECT DEVELOPER/CONTRACTOR

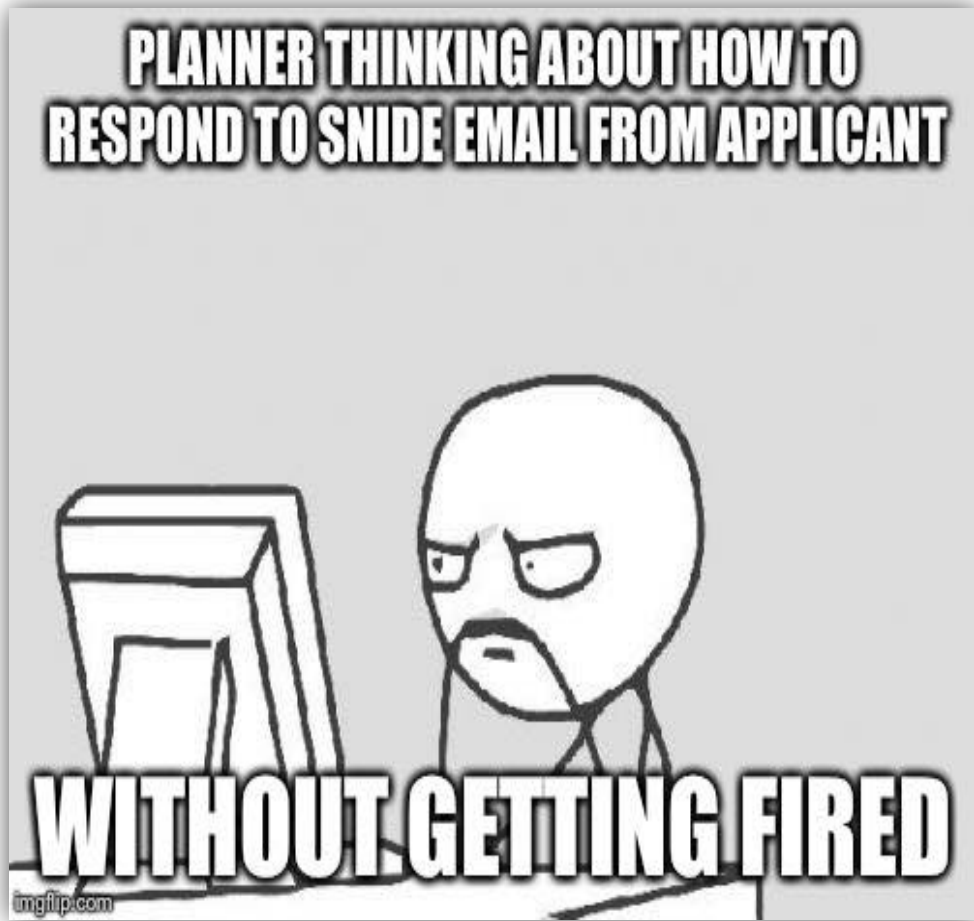
WHAT ARE THEY ASKING FOR?

- Speedy review
- Permits issued on demand
- Look the other way on violations
- Forgiveness without consequences
- Help with other offices
- Cheaper permits/fees



PROJECT DEVELOPER/CONTRACTOR

WHAT YOU SHOULD DO / NOT DO?



- Never jeopardize public safety
- Document everything “CYOA”
- Be flexible when possible
- Be empathetic
- Be clear
- Be consistent
- **BE PROFESSIONAL & EXPECT THE SAME**

PROJECT DEVELOPER/CONTRACTOR

TRAPS TO AVOID

- Bribes... Duh
- Working a side job that conflicts
- Promise of a future job
- Family or friends involved
- Charity or nonprofit wants a break
- Government projects



DISCLAIMER

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POLITICIANS

WHAT IS THE MOTIVATION FOR A POLITICIAN?

- They have a need to be loved
- They want all of the credit and none of the blame
- They are building reputations



POLITICIANS

WHAT IS THE POLITICIAN CONCERNED WITH?



- Reelection/moving up
- Constituents
- Party Politics
- Public profile and standing
- Promises kept and favors repaid

Reputation is everything

POLITICIANS

WHAT ARE THEY ASKING FOR?

- Their requests to be top propriety
- To make sure they get the credit
- If not the credit, then at least not the blame
- Not to look like a fool – (even if they are)
- For you to make constituents/supporters happy
- For you not to be one of their problems



POLITICIANS



WHAT YOU SHOULD DO / NOT DO?

- Make it simple
- Be consistent
- Help them build an argument/cover
- Don't let them make you their cover
- Be careful playing politics
- Remember that you work for everyone
- **BE PROFESSIONAL & EXPECT THE SAME**

POLITICIANS

TRAPS TO AVOID

- Worrying about job loss
- Succumbing to promises of promotions
- Getting involved in pet projects
- Picking sides
- Threats of loss of friendship
- Being too political



THE PUBLIC

WHAT IS THE MOTIVATION FOR THE PUBLIC?

- Society teaches us that when we grow up we get to do what we want
- School teaches us that we live in a “Free Country”

**People don't want to break the law,
but that doesn't mean they want to
follow the rules**



THE PUBLIC



WHAT IS STRESSING THE PUBLIC?

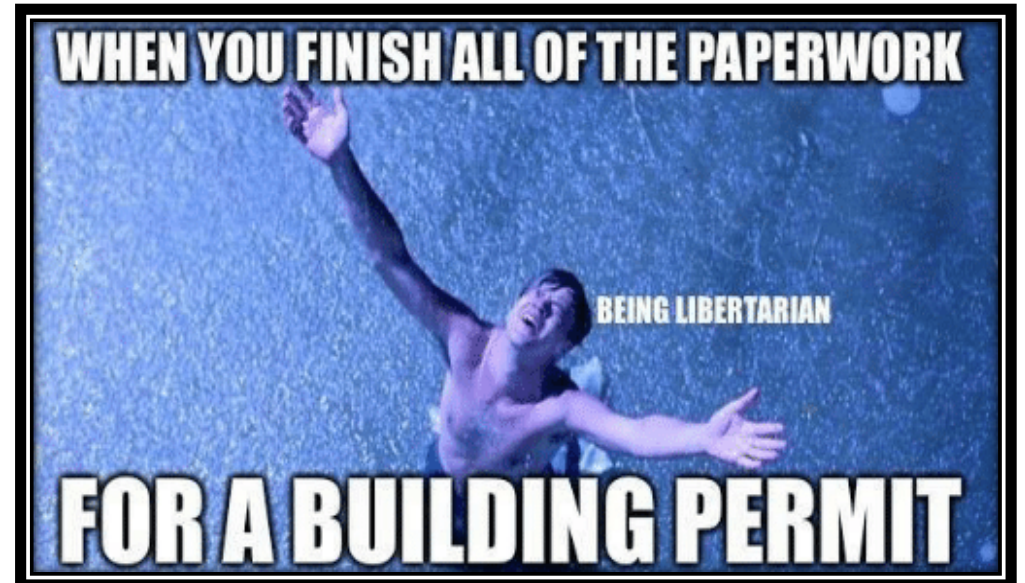
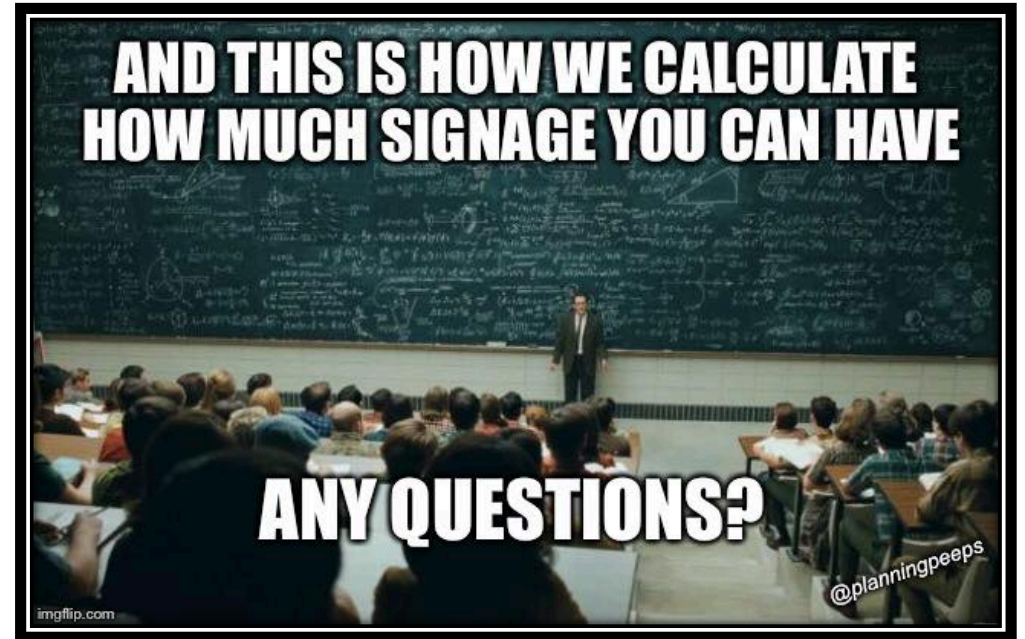
- Time
- Money
- The process is complicated
- Lack of information
- No one will listen/help
- They feel powerless

People get angry when they feel stupid or vulnerable.

THE PUBLIC

WHAT ARE THEY ASKING FOR?

- Simplify it
- Fast, one stop process
- Make it cheaper
- How to get around the rules
- Help from “someone”
- Make my neighbor.....



THE PUBLIC

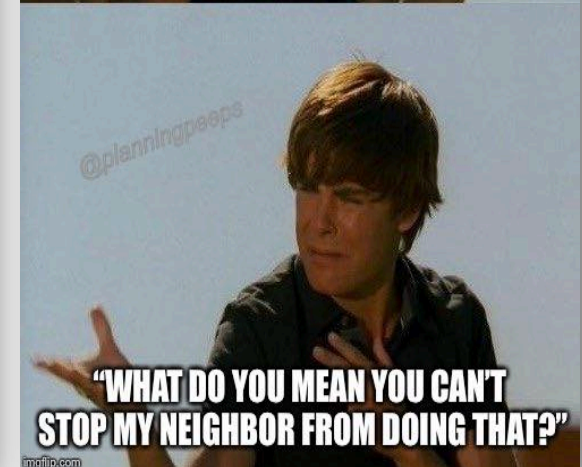


WHAT YOU SHOULD DO / NOT DO?

- Listen and empathize
- Don't make promises
- Keep it simple
- Review your processes
- Be consistent
- Don't lose your temper
- **BE PROFESSIONAL & EXPECT THE SAME**

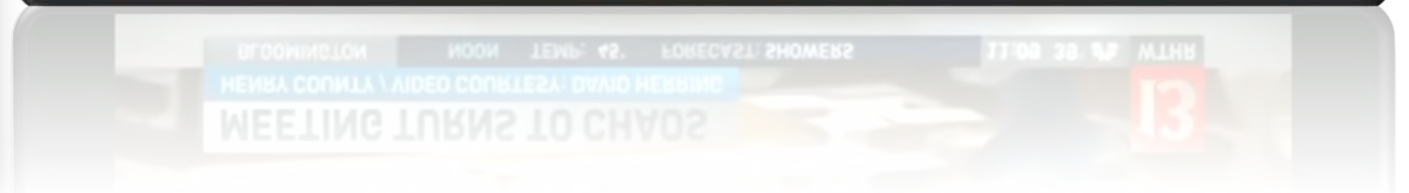
THE PUBLIC

NEIGHBOR DISPUTES AND ORDINANCE ENFORCEMENT



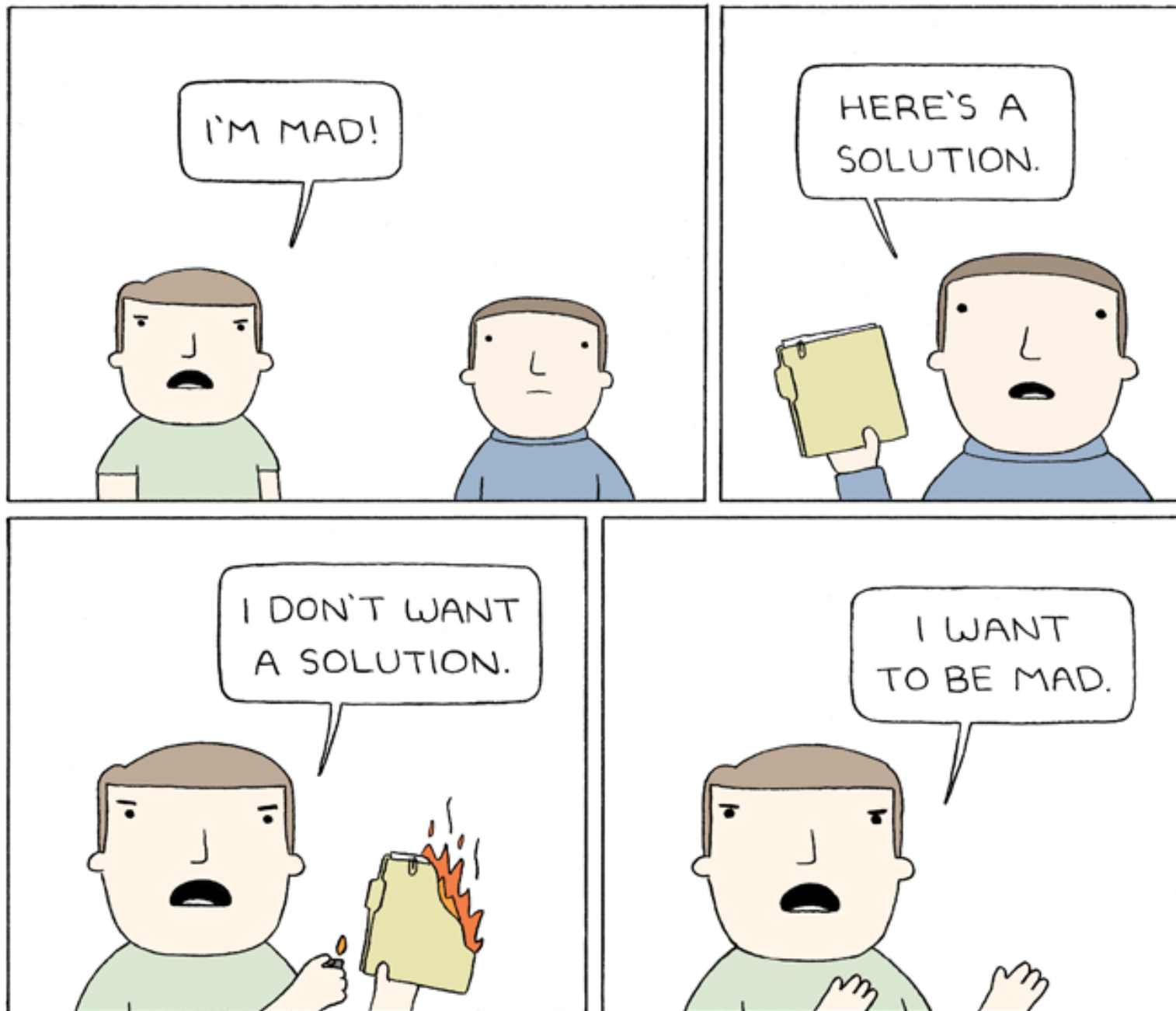
THE PUBLIC

PUBLIC MEETINGS SUCK!



GENERAL ADVICE

- Stay off of social media
- Find a friend you can vent to
- Take a walk
- Join a professional association
- Don't write or say anything you don't want on the front page of the paper
- Keep learning
- Remember you are the expert
- You do more good than harm
- You are going to lose
- Perception is reality, be careful who you are seen drinking with



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THANK YOU

Darrin Jacobs
Henry County Zoning
Administrator

djacobs@henryco.net
765-529-7408